

The Human Resources Line of Business/ HRD Program Presents

The Voice of the Customer Spring Workshop: Examining Lessons Learned and Expanding Human Capital Knowledge

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Who should attend?

The Voice of the Customer Spring Workshop is open to all Federal employees who are responsible for learning, development, and training of Federal employees across the Government. The Voice of Customer is an advocacy group under the Human Resources Line of Business/ Human Resources Development Program (former e-Training Initiative).

What is on the agenda?

- Agency Spotlight on the Nuclear Regulatory Commission (NRC) with Donna Lam, Senior Instructional Systems Specialist, sharing lessons learned on establishing NRC's No Fear Act Training.
- Strategic Leadership Succession Management Model, with Rachel Bellamy, Program Manager from OPM's Human Capital Leadership and Merit System Accountability Office.
- One-on-One Sessions with the e-Training Service Provider Consortium and the HRLoB/HRD Program to answer questions, respond to concerns, and share ideas.

Why should I attend?

- To gain first hand knowledge from a colleague in the Federal Human Resources Development Community about establishing a mandated learning program under a tight deadline.
- To extend knowledge and understanding of a human capital issue – strategic leadership succession management.
- To communicate directly with the e-Training Service Provider Consortium and the Human Resources Line of Business/ HRD Program on a self-selected topic.

When and Where is the workshop?

The workshop is from **9:00 AM (EST) to Noon** in the **Alan K. Campbell Auditorium** at the U.S. Office of Personnel Management 1900 E Street, NW, Washington, DC 20415.

How can I register?

Send an email with your name, email address, agency, and title, to egov@opm.gov or angela.grahamhumes@opm.gov by April 11, 2006.